

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Administrator:** Douglas P. McNutt
- Central Office:** 129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.
NH ServiceLink Network: 866-634-9412

- Adult Protection:** See below.
- NH Family Caregiver Support Program:** This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.
- Senior Prescription Drug Discount Program (For persons age 65 and older):** Call 888-580-8902.
- Long-Term Care Ombudsman:** The Long-Term Care Ombudsman Program receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at 1-800-949-0470 (if calling within NH) or 603-271-7014 (if calling outside NH).			
Berlin	800-972-6111 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Nashua	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Portsmouth	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 603-332-9120
Laconia	800-322-2121 603-524-4485	Salem	800-852-7492 603-893-9763

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page seven of *Aging Issues*.

BELKNAP COUNTY Mary Frost Gilford 524-2974	HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel Nashua 882-5502
CARROLL COUNTY Dorothy Solomon Albany 447-1199	MERRIMACK COUNTY Jacqelyne Jennings, Co-Chair Bow 224-1710
CHESHIRE COUNTY James Beeler Keene 399-4465	ROCKINGHAM COUNTY John Hoar, Co-Chair Barnstead 776-1055
COOS COUNTY Suzanne Kearns, Co-Chair Berlin 752-3010	STRAFFORD COUNTY Becky May, Co-Chair Rochester 740-9594
GRAFTON COUNTY Dona Larsen, Co-Chair Berlin 752-1100	SULLIVAN COUNTY Darlene Smith Dover 742-7406
HILLSBOROUGH COUNTY (Greater Manchester) Beverly Arel, Co-Chair Bedford 472-8341	NO. COUNTRY SR. ACTION Philip Valley, Co-Chair Manchester 206-2741
	NO. COUNTRY SR. ACTION Dona Larsen Berlin 752-1100

Commodity Supplemental Food Program	800-942-4321
Consumer Protection for Public Utilities	800-852-3793
Consumer Protection for Insurance	800-352-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	603-271-8317
Governor’s Citizens Service	800-852-3456
HICEAS (Health Insurance Counseling, Education Assistance)	800-852-3388
Legal Services Advice Line (for Manchester residents only)	888-353-9944 or TTY: 800-634-8989 603-624-6000
Medicaid Information	800-852-3345
Medicare Claims Information	800-447-1142
Medicare Quality of Care	800-772-0151
New Hampshire Help Line	800-852-3388
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Senior Companion Program	800-856-5525
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. **Call 1-800-351-1888, Ext. 8772** for more information.

Hon. Peter Batula 12 Paige Drive Merrimack 03054-2837 424-6091	Dr. Mendon MacDonald 3 Greystone Place Laconia 03246 524-2515
Kenneth Brooks 49 Technology Drive, Apt. #57 Bedford 03110 647-4240	Margaret “Marge” McClellan 112 Jolbert Street Berlin 03570 752-1505
Hon. Robert Chabot 73 Joseph St. Manchester 03102 625-5617	Robert Montgomery 24 Mountain Road, 3C Goffstown 03045 497-3992
Violet Constant 28 Portsmouth Street Concord 03301 225-5443	Judith Pilliod 504 Province Road Belmont 03220 524-3047
Darwin Farber 12 Meadowood Drive Exeter 03833 772-4341	Susan Presby (Chairman) 83 Elm Street Littleton 03561 444-0335
Robert Forsing 12 Green Road Raymond 03077 895-9451	Dorothy Solomon Box 993 Albany 03818 447-1199
Dr. Owen Houghton 262 Nutting Road Jaffrey 03452 532-6970	

NH ServiceLink Network	
Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living. Call toll-free 1-866-634-9412 to connect with any ServiceLink site, or visit the website at www.ServiceLink.org	
Site Location	Telephone*
Belknap County ServiceLink (Laconia)	528-3790
Carroll County ServiceLink (Chocorua)	323-9394
Coos County ServiceLink (Berlin)	752-6407
Grafton County ServiceLink	
Lebanon	448-1558
Littleton	444-4498
Hillsborough County ServiceLink	
Manchester	644-2240
Nashua	598-7409
Merrimack County ServiceLink (Concord)	228-6625
Monadnock (Cheshire County)	357-1922
ServiceLink (Keene)	
Rockingham County ServiceLink	
Portsmouth	334-6593
Salem	893-9769
Strafford County ServiceLink (Rochester)	332-7398
Sullivan County ServiceLink (Claremont)	542-5177
* All area codes are 603	

Bureau of Behavioral Health: Community Mental Health Centers	
Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. All CMHCs have specialized services as well as Directors of Older Adult Mental Health Services. For more information, call Todd Ringelstein, Administrator of Older Adult Mental Health Services at BBH, at 1-800-852-3345, Ext. 5094 . You can also call NH ServiceLink at 1-866-634-9412 to locate the CMHC in your area.	
Location	Telephone*
Concord (Riverbend Community Mental Health)	228-2101
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County)	749-3244
Keene (Monadnock Family Services)	357-6878
Laconia (GENESIS Behavioral Health)	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.)	448-0126
Manchester (Mental Health Center of Greater Manchester)	668-4411
Nashua (Community Council of Nashua NH Inc)	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management)	434-1577
* All area codes are 603	

Bureau of Developmental Services: Area Agencies		
The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 12 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5034 or visit the website at www.dhhs.state.nh.us/DHHS/BDS		
Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Developmental Services of Sullivan County (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia)	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord)	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene)	352-1304 or 800-469-6082
VI	Area Agency of Greater Nashua, Inc.	882-6333
VII	Moore Center Services, Inc. (Manchester)	668-5423
VIII	Community Developmental Services Agency, Inc. (Portsmouth)	436-6111
IX	Behavioral Health & Developmental Services of Strafford County, Inc. (Dover)	749-4015
X	Community Support Services Inc. (Salem)	893-1299
XI	Center of Hope For Developmental Disabilities (Center Conway)	356-6921
XII	United Developmental Services (Lebanon)	448-2077
* All area codes are 603		

Adult Day Programs In New Hampshire	
Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (Telephone: 1-800-852-3345, Ext. 4592) or visit the website at: www.dhhs.state.nh.us/DHHS/BHFA	
Location	Telephone*
Bedford (Elliot Adult Day Program at the Arb)	624-9588
Berlin (Alzheimer’s Respite Community Center)	752-3336
Brentwood (Rockingham County Nursing Home)	679-5335
Concord (TLC Medical Day Care For Adults)	224-8171
Concord (TLC Medical Day Care For Adults II) Concord	224-8171
Derry (Vintage Grace)	425-6339
Hampton (Seaside Elderly Day Out Center)	929-5988
Hanover (Kendal at Hanover Adult Day Care)	643-8900
Hudson (Adult Day Service Program)	883-0994
Keene (Castle Center for Adult Group Day Care)	352-2253
Laconia (Easter Seals Adult Day Services)	524-0272
Lebanon (Upper Valley Senior Center: Good Company D)	448-4213
Londonderry (Regency Senior Care Center)	434-9773
Manchester (Easter Seal Society of NH)	623-8863
Manchester (Elliot Adult Day Program)	663-2405
Nashua (St. Joseph Adult Day Health Center)	598-2470
Newport (Connecticut Valley Home Care Day Out)	542-7771
No. Conway (Merriman House)	356-5461
North Haverhill (Horse Meadow Senior Center)	787-2539
Peterborough (Monadnock Adult Care Center,)	924-8620
Plymouth (Regional Senior Center Adult Day Care)	448-4897
Portsmouth (Compass Care)	430-8615
Rochester (Homemakers of Strafford County)	335-1770
Salem (Silverthorne Adult Day Care Center)	693-4799
Seabrook (Cousins Adult Day Care)	474-6099
Temple (Maple Hill Community)	878-0717
Wolfeboro (Huggins Hospital-Adult Day Care)	569-7500
Wolfeboro (The Stevens Center)	569-3350
* All area codes are 603.	

Senior Centers			
Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603). You can also call NH ServiceLink at 866-634-9412 .			
Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton*	875-7102	Manchester (William B. Cashin Senior Ctr)	624-6535 or 624-6536
Atkinson	362-5531	Manchester (Prime Time)	663-6333
Belmont*	267-9867	Meredith*	279-5631
Berlin*	752-2545	Merrimack (John O’Leary)* ...	424-2100
Berlin (Holiday Center)	752-1413	Moultonboro*	476-5110
Bradford*	938-2104	Nashua (Senior Activity)*	889-6155
Bristol*	744-8395	New London	
Canaan (Mascoma Area)*	523-4333	(Kearsarge Council)	526-6862
Center Ossipee*	539-6851	Newmarket	659-3150
Charlestown*	826-5987	Newport	863-5139
Claremont*	543-5998	North Conway (Gibson)*	356-3231
Colebrook (Colby Commons)*.	237-4957	North Haverhill	
Concord (Centennial)	228-6630	(Horsemeadow)*	787-2539
Concord (Horseshoe Pond)*	228-6956	Orford*	353-9107
Danbury*	768-3424	Pelham*	635-3800
Derry (Marion-Gerrish)	434-5148	Penacook	753-9700
Dover	742-6916	Pittsfield*	435-8482
Exeter	778-8196	Plaistow (Vic Geary)	382-5995
Franklin (T.R.I.P.)*	934-4151	Plymouth*	536-1204
Hanover	643-5531	Portsmouth*	431-8677
Henniker (White Birch)	428-7860	Raymond (Ray-Fre)	895-3258
Hudson	594-1155	Rochester	332-7845
Keene*	352-5037	Salem*	890-2190
Laconia*	524-7689	Suncook	485-4254
Lebanon (Upper Valley)*	448-4213	Whitefield*	837-2424
Lincoln (Linwood)*	745-4705	Windham	434-2411
Littleton*	444-6050		
Londonderry	432-7509		
* Senior centers marked with an asterisk are members of the NH Association of Senior Centers.			